

Section I. Amendments to the Specification

On page 1, please amend the title as follows:

SYSTEM AND METHOD FOR THE ESTABLISHMENT OF A CONNECTION BETWEEN A
CONTACT REQUESTER AND A COMMUNICATIONS ~~CENTRE~~ CENTER

On page 1, after the title, amended as stated above, and before the heading, "Technical Field,"
insert the following new heading and paragraph:

CROSS-REFERENCE TO RELATED APPLICATIONS

This application is filed under the provisions of 35 U.S.C. §371 and claims the priority of
International Patent Application No. PCT/EP2004/002657 filed 12 March 2004, which in turn
claims priority of Great Britain Patent Application No. 0305809.6 filed 14 March 2003.

Please amend the Abstract as set out on a separate sheet appended hereto.